

**FSA Modernization Partner Program
Monthly Management Services Summary
For the Month of November 2002**

December 10, 2002

81.1.3I - PROGRAM MANAGEMENT SERVICES SUMMARY



**FSA Modernization Partner Program
Monthly Management Services Summary
For the Month of November 2002**



TABLE OF CONTENTS

I.	INTRODUCTION	3
II.	PROJECT COMPLETIONS/IMPLEMENTATIONS FOR THIS REPORTING PERIOD.....	4
III.	VALUE POINTS	5
IV.	MAJOR PROJECT MILESTONES.....	6
V.	RISKS AND ISSUES.....	8
VI.	TASK ORDER STATUS REPORT SUMMARY	10
VII.	APPENDIX: TASK ORDER STATUS SUMMARY	
VIII.	APPENDIX: DELIVERABLES IN PROGRESS OVER 30 DAYS LATE	
IX.	APPENDIX: DELIVERABLES IN REVIEW OVER 30 DAYS	



**FSA Modernization Partner Program
Monthly Management Services Summary
For the Month of November 2002**



I. INTRODUCTION

This report covers the month of November 2002 and includes the following:

- Information on overall project completions/implementations for this reporting period.
- Major milestones achieved during the month.
- Program level risks and issues.
- Monthly scorecards.
- Significantly late deliverables.

This report format is the result of a collaborative effort between FSA and Modernization Partner executives to improve the information provided to FSA Executives. We will continue to refine these monthly summaries to improve their usefulness and value. Please provide any suggestions regarding these reports to the FSA Modernization Partner Program Manager (eric.l.stackman@accenture.com or 202-962-0624).



**FSA Modernization Partner Program
Monthly Management Services Summary
For the Month of November 2002**



II. PROJECT COMPLETIONS/IMPLEMENTATIONS FOR THIS REPORTING PERIOD

This section reports on the completion or implementation of Modernization Partner projects.

- There are no project completions/implementations for the month of November.

III. VALUE POINTS

This section reports value delivered above and beyond anticipated activities.

SCHOOLS

- Provided an eZ Audit briefing to the Career College Association (CCA) CPA's on November 22, 2002. This briefing provided an overview of the eZ-Audit system and the responsibilities of schools and their auditors in filing electronically in 2003.
- Worked with COD team to establish SAIG framework needed for the upcoming COD IST testing.
- Participated in the VDC Disaster Recovery testing to ensure that in the event of a disaster the SAIG application would recovery successfully.
- Created and finalized COD presentation materials for the December Electronic Access Conference in Las Vegas, NV.
- Provided Electronic Access Conference support for a SAIG breakout session.

STUDENTS

- Assisted the Director – Application Processing, Students Channel in the preparation and delivery of a current status of FAFSA on the Web & CPS Readiness for 2003 – 2004 peak processing requirements. This effort was coordinated with FSA management, FSA team leads and FSA operating partners. The status was provided to the FSA COO along with a briefing book on November 22, 2002.
- Leveraged the Integrated Technical Architecture team and operating partners to ensure an end-to-end performance test for FAFSA 7 / ED PIN, to establish a robust application architecture and infrastructure configuration that is supplemented by technical experts from product vendors. This approach has already yielded quick results that help focus efforts on tuning the architecture.
- Participated in meetings with FSA as they began to develop approach and objectives for Performance Measures, based on product feedback loop and CRM capability levels defined for CRM4FSA project.
- Analysis from CRM4FSA Release 1 Pilot data has helped to confirm that separate “800” number might be a better approach for calls into the Debt Collection Services Information Center, rather than being part main “800” number (18004FEDAID) for customers calling into FSA.

CIO

- The Integrated Technical Architecture team provided content and Interwoven support to Students and Financial Partners applications. This in turn provided product expertise to content owners.
- The Integrated Technical Architecture team resolved issues with INDUS/IFAP with content deployment requests, thereby assisting INDUS.

WORKFORCE ALIGNMENT

- Supported FSA University in establishing its point-of-view regarding workforce development for the Department of Education.
- Provided support for the Learning Tracks initiative to assist FSAU in identifying and implementing a process for developing capabilities within specific areas of the organization. The overall approach adheres to a “Results First” Model that offers immediate benefits to both FSA and Headquarters.
- Planned and facilitated Performance Planning “Line of Sight” working sessions for all but one team within FSA University. In these meetings, each team created its own FY'03 action items to link to FSAU's Action Items and other key management documents.

PROGRAM MANAGEMENT

- Provided leadership support at the Orlando Electronic Access Conference including strategic discussion sessions on CRM4FSA, NSLDS, and initiatives tied to FSA's strategic action items.
- Provided leadership support at the Software Developer's Conference at the EAC's in Orlando.

IV. MAJOR PROJECT MILESTONES

This section presents Modernization Partner's significant accomplishments on a Channel-by-Channel basis. These milestones may include the completion of a project phase or the acceptance of a major deliverable in line with the project's workplan.

SCHOOLS

- Completed the eZ-Audit Software Development Progress Report deliverable, demonstrating all software capabilities scheduled for completion through November 10, 2002. Both the client and eZ-Audit IV&V contractor personnel viewed and validated all required progress (system capabilities) completed to date.
- Completed Disaster Recovery testing for SAIG. The testing demonstrated SAIG could successfully be recovered following a disaster.
- Delivered the SAIG Security Plan on November 15, 2002.

STUDENTS

- Implemented a Siebel patch for the eServicing initiative on November 5, 2002, that addresses performance issues and intermittent outages experienced by the users. This patch has significantly improved the time it takes users to access borrower data.
- Completed 14 of 23 planned performance test cycles for the 2003 – 2004 school year FAFSA on the Web application. The performance tests are part of the development life cycle to (1) implement the optimum infrastructure and install the appropriate capacity and (2) to ensure customers using the web application will be able to do so especially during the peak transaction processing period associated with state and school deadlines for submission of the FAFSA. These performance tests are being conducted for both the FAFSA on the Web release 7 – scheduled for production on January 1, 2003 and the ED PIN application in conjunction with the Central Processing Systems.
- Completed the upgrade analysis for the Central Processing System (CPS). This analysis is in support of the FSA modernization vision to integrate the CPS application and its data with other stages of the customer life cycle. The analysis notes strengths of the CPS as well as enhancements in the future that will help realize FSA's integrated application processing vision.
- Completed the Common Services for Borrowers' Business Analysis 1 and Business Analysis 2 deliverables, which helped to determine the process, organization and workforce factors that will impact the organizations' ability to achieve the Common Services vision.
- Completed first eServicing Phase 1 (Borrower Preference data) of Data Reconciliation between eCRM and the DLSS Alpha. The data issues in Phase 1 are currently being cleaned, and fixes are being applied to address any application issues that were identified as a part of this process. Phase 2 (Endorser Demographic data) of Data Reconciliation has been executed and analyses of the results are underway. The development for the final Phase (Phase 3 – Comment and Contact data) is expected to begin December 9, 2002.
- Supported Release 1 "One Number for Students" Pilot (10% call volume) in the production environment. This pilot begins deployment of the capabilities needed to satisfy FSA's "One Number for Students" objective from the FY02 Performance Plan. Full implementation of the release is on hold until a decision is made by FSA on whether to proceed with the CRM4FSA Project.

FINANCIAL PARTNERS

- FMS Lender Reporting System (LaRS) has successfully processed over 2950 invoices in production, representing more than 75% of the quarterly volume.
- Continued to support Lender/Servicer LAP, OPA and Security Form outreach effort. 3378 LAP applications have been submitted, and 3226 were converted to LaRS. Over 1780 FMS Security Forms and 3250 OPAs have been received.

CFO

- Ongoing FSA reconciliation support included the following:
 - Completed the summary reconciliation for all GA's (G/L Accounts 134001 & 135001), of Form 2000 activity and FMS Trial Balance as of September 30, 2002.
 - Completed September reconciliations for fund 4253, 0230 & 4251 using latest September-Adj T/B & researched any remaining differences.
 - Completed reconciliations tying cash downloads to FMS & FMSS for funds 0230, 4251 & 4253 for the fourth quarter.
 - Completed transactional reconciliations for FFEL 4th quarter and turned over to Ernst & Young auditors.
- Conducted disaster recovery testing of the Financial Management System at the Virtual Data Center (VDC).
- Closed the September 2002 period. Processed and distributed all October (FY03) files to FMSS.

CIO

- Submitted the FP Data Mart Operations Monthly SLA Metrics deliverable on November 7, 2002. This deliverable provides a summarized status of FP Data Mart Operations for October 2002.
- Completed NSLDS II Detailed Design on November 26, 2002, based on the original mid-tier platform approach. This design can be used as a departure point, as the future direction of NSLDS is determined.
- Enabled EAI connectivity to the new COD test environment, which will enable full interface testing with COD.

WORKFORCE ALIGNMENT

- Submitted the Training Services Summary deliverable, which summarizes the results of training and organizational development services provided to FSA University during October - November 2002. This document addresses improvements to FSA University's training services and organizational design.
- Completed the development of the Cost Analysis Tool (CAT). This tool facilitates the gathering and analysis of training cost data. This information will be used to reduce costs and optimize efficiency of future training teams. The CAT team is currently gathering data from training efforts that have already been completed and will compare the actual numbers to the estimated numbers.

V. RISKS AND ISSUES

This section reports the issues and risks that are currently causing or could potentially cause a very significant impact on the Modernization Partner Program's goals.

RISKS

Area	Funding for XML Activities
Description	XML ISIR Funding under TO 102 will be expended December 15, 2002. Will need additional funding to continue XML ISIR activities scheduled through February 2003.
Impact	Completion of XML ISIR Schema.
Assistance Requested from FSA	Assistance is being provided by Jeanne Saunders.
Proposed Solution/Mitigation Strategy	FY 03 business case for XML Framework including XML ISIR implementation activities has been approved by FSA and is awaiting Headquarters approval.
Progress/Resolution	FY 03 business case approval in process.

Area	EZ Audit - Regulations
Description	Determination of whether or not eZ-Audit requires any regulatory changes.
Impact	Inability to require mandatory electronic submission.
Assistance Requested from FSA	Ongoing discussions with FSA Policy, OPE and OMB. Needs to be resolved by January 1, 2003 to avoid a schedule impact.
Proposed Solution/Mitigation Strategy	Publish notice in Federal Register 60 days prior to requiring mandatory electronic submission or deem that electronic submissions are <i>not</i> mandatory
Progress/Resolution	Met with Jeff Baker (FSA Policy), OIG, OGC and OPE on November 25, 2002. Jeff Baker's team continues working this through the appropriate channels with Mod Partner's support as requested.

Area	EZ Audit - Funding
Description	Lack of required funding to continue the project in the implementation phase.
Impact	Possible delayed delivery of eZ Audit, and the inability to continue the project.
Assistance Requested from FSA	Make determination for FY03 – Quarter II funding for eZ-Audit project. Current funding expires December 20, 2002 and provides for software development only (not the system and user testing of software).
Proposed Solution/Mitigation Strategy	Fund eZ-Audit project for 2 nd quarter of FY03 – Options 3, 4 and 5 of Task Order 116 proposal. These options will continue code development and test script development (Option 3), provide for deployment preparedness (Option 4), and deliver communication, training and outreach support (Option 5).
Progress/Resolution	Completion of the FSA proposed business justification (short form) will be completed the week of December 9, 2002 for DSG review.

Area	EZ Audit - PEPS Integration
Description	Delayed execution of agreed to integration.
Impact	(1) Inability for PEPS to access key eZ-Audit data upon eZ-Audit production release and (2) risk to eZ-Audit setup data integrity.
Assistance Requested from FSA	Continue to emphasize the priority of eZ-Audit integration on the existing set of PEPS operations activities.
Proposed Solution/Mitigation Strategy	Engage appropriate PEPS contractor personnel for detailed technical planning. Continue to have FSA key personnel (Chris Hill) own the integration effort from the PEPS side.
Progress/Resolution	Scheduled meetings have started to take place – but require daily attention to ensure continued progress. Key FSA PEPS resources have been identified to assist with integration activities. Contractor (CBMI) personnel are now required to continue progress.

ISSUES

Area	eServicing
Description	Implementation delays and low adoption rates in EBPP/EC have resulted in variance from the projected benefits stream.
Impact	FSA is not achieving savings at the rate projected in the business case.
Assistance Requested from FSA	Assistance in defining a way for FSA to recognize the originally planned savings in the business case.
Proposed Solution/Mitigation Strategy	A focused, small group within the channel and the mod partner must explore potential solutions.
Progress/Resolution	The adoption strategy team continues to meet with FSA to identify initiatives that will help increase adoption.

Area	FSA Portals - Students
Description	The Dept. of Education's OGC has determined that the Students Portal is a system of record and must process the necessary documentation to meet the requirements of the Privacy Act and Information Collection Clearance.
Impact	The Students Portal Release 2 is on hold until this process is complete. The System of Record might also be an issue for the Schools Portal.
Assistance Requested from FSA	The FSA Students Channel is facilitating this process with OCIO and the Headquarters' offices
Proposed Solution/Mitigation Strategy	We have prepared a detailed project schedule to manage this process.
Progress/Resolution	Preparing all of the necessary documentation for Public Notice and posting in the Federal Registry.



**FSA Modernization Partner Program
Monthly Management Services Summary
For the Month of November 2002**



VI. TASK ORDER STATUS REPORT SUMMARY

This section presents an extract of all “Red” assessed criteria. The extract is taken from the most recent Bi-Weekly Task Order Status Report, as of November 27, 2002. (See Appendix VII for the more information on the Bi-Weekly Task Order Status Reports.)

Task Order	Assessment Criteria	Assessment	Comments
There are no “Red” Issues this month.			